

# WaterWatch

**Utilities Customer Service Division:** 703-248-5071 (TTY 711)

**Web:** [www.fallschurchva.gov](http://www.fallschurchva.gov)

**E-Mail:** [water@fallschurchva.gov](mailto:water@fallschurchva.gov)

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## City of Falls Church Water Rates to Remain Constant

City of Falls Church Water Rate - Unchanged	City of Falls Church Sewer Rate - Unchanged	Fairfax County Sewer Rate - Increased
The water rates for all customers serviced by the City of Falls Church will remain unchanged for the period of July 1, 2006 through June 30, 2007. Rates will remain at \$3.03/1,000 gallons.	Sewer rates for residents of the City of Falls Church will also remain unchanged for the period of July 1, 2006 through June 30, 2007. The rate remains at \$5.91/1,000 gallons.	Fairfax County has notified us that Fairfax County customers will see a sewer rate increase from \$3.28/ 1,000 gallons to \$3.50/per 1,000 gallons effective July 1, 2006.

## Credit Card Payments

Now you can pay your water bill with the following major credit cards with no fees: MasterCard, Visa, American Express, and Discover. The City of Falls Church accepts credit card payments in person at City Hall or via the telephone at 703-248-5071. Online credit card payments through the City are not available at this time. The third party vendor, Official Payments, is available online; however, there is a convenience fee for their service. Why pay additional fees when you stop by City Hall or call the Customer Service Division and pay with no added costs!

## Electronic Bill Payments

Our Automatic Debit Payment Option is up and running! The Pre-Authorization form is available online at [www.fallschurchva.gov](http://www.fallschurchva.gov). Click on "Water Services" in the lower right corner and the click on "Payment Options." You may mail or fax the form to us. When you receive your next bill look for this message on your bill: "BANK DRAFT - DO NOT PAY." This notice is displayed in three different places on the bill so if you do not see this notice, please pay your bill using your normal method of payment.

## Understanding Your Plumbing

The City of Falls Church owns and maintains all water pipes up to and including the water meter; the City inspects and maintains these pipes on a regular basis.

Your plumbing includes all of the pipes and fixtures on your property, from your side of the meter to the faucets inside your home. Some important components to be familiar with include the following:

### Main Water Valve

This valve is normally located where the water line enters your home through the foundation. It can be used to shut the water off in an emergency or when plumbing improvements are being made. It can also be turned off while the property is vacant to prevent water damage that unforeseen leaks might

## Remember...

- **Your water and sewer bill reflects a new two-color format that is much easier to read and understand.** Enclosed with your first bill in the new format is an information sheet to assist in understanding the new layout of your bill.
- **Check out the latest information on the quality of your water.** The City recently mailed its *2006 Annual Water Quality Report* that details where the City's water comes from, what it contains, and other important information about drinking water. If you have not received a copy in the mail, visit [www.fallschurchva.gov](http://www.fallschurchva.gov) and click on the Water Services link. You also may request a copy by calling 703-248-5070 (TTY 711).
- **If you are moving soon**, please notify the Customer Service Division at 703-248-5071 (TTY 711) at least three business days prior to your moving date so that we can schedule your final reading.
- **All City of Falls Church Meter Readers and Technicians are easily identifiable** in their City of Falls Church shirt. City ID badges are also worn at all times.



CITY OF  
**FALLS  
CHURCH**

## Utility Billing Customer Service

300 Park Avenue, East Wing, Suite 100

Falls Church, VA 22046

**Office Hours:** Monday - Friday, 8 a.m. - 5 p.m.

Representatives are available from 8 a.m. - 5 p.m.  
Monday - Friday.

Main number: 703-248-5071 (TTY 711)

### After Hours Emergencies:

Chain Bridge Pumping Station

703-248-5044 (TTY 711)

703-248-5214 fax

### Bill Payments

(Please do not include correspondence)

City of Falls Church

P.O. Box 37027

Baltimore, MD 21297-3027

### On the Web

[www.fallschurchva.gov](http://www.fallschurchva.gov)

**E-Mail:** [water@fallschurchva.gov](mailto:water@fallschurchva.gov)

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cause. To make sure this valve works properly, turn it off and verify that the water flow to your fixtures has stopped completely. When the valve is turned back on, it should be opened fully to allow unrestricted water flow.

### **Pressure Reducing Valve**

Most houses built after 1972 are equipped with a pressure reducing valve (PRV), which is normally located near the main water valve. PRVs are usually bell-shaped devices, approximately 4" in length, that are designed to keep the water pressure inside your home from exceeding a set limit. This helps prevent "knocking" in pipes and other stresses caused by high pressure.

### **Water Service Lateral**

This is the pipe that runs underground from the meter or valve near the street to the main water valve inside the house. It is typically made of copper, plastic, or sections of both.

## **Detecting Leaks**

If a leak is detected on the homeowner's side of the meter, it is your responsibility to contract with a licensed plumber to have the repairs made. Please take a few minutes to review the consumption on your bill. If you receive a bill with significantly more consumption than usual, that may be an indication that you have an undetected leak in your line.

Check the toilets for leaks by adding food coloring to the water in the tank. Do not flush. Wait 30 minutes to see if the colored water appears in the toilet bowl. If it does, there is a leak. Repairing toilet leaks is normally inexpensive and easy to do. Replacement part kits are available at most hardware stores.

If a leak is severe, it will be necessary for a City of Falls Church Meter Technician to turn off your water supply until the meter line has been repaired in order to avoid any property damage. Once the leak has been repaired, you may contact the Customer Service Division at 703-248-5108 (TTY 711) to request an adjustment to your account.

## **Underground Sprinkler System Maintenance**

Water customers are responsible for maintaining their own underground sprinkler systems. It is recommended that the installation company or a certified plumbing contractor perform annual service to the sprinkler system to avoid leaks from broken underground lines. The City also recommends that irrigation systems be shut off annually before cold weather approaches to prevent damage to the lines. The City offers a one-time only adjustment for any leaks that occur. If you have received this adjustment on a previous bill, there will be no further adjustments to your account for underground leaks.

## **Having a Problem? Let Us Know**

Please report all problems to a Customer Service representative by calling 703-248-5071 (TTY 711) between 8 a.m. and 5 p.m., Monday through Friday. Our goal is to provide you with the best service at all times. If your problem is not resolved, please ask to speak to the Customer Service Director.

## **Mailing Correspondence**

When mailing your payment in the envelope provided, please do not include correspondence in that envelope. Your payment is sent to a P.O. Box for our Lockbox Payment Processing Center and the correspondence is not forwarded to our office.

When writing to us, please mail your letter to the following address:

City of Falls Church  
Utilities Customer Service Division  
300 Park Avenue  
Falls Church, VA 22046

## **Suspect Water Theft?**

If you suspect that someone is tampering with a water meter or fire hydrant meter, please call the City of Falls Church Utilities Customer Service Division at 703-248-5071 (TTY 711) to report the incident.

## **Use Water Wisely!**

### **Water Your Lawn During Early Morning Hours**

In partnership with the Washington Metropolitan Council of Governments and the region's water suppliers, we encourage you to help the region conserve water through a variety of ways.

**Water-Saving Tip #12** – Minimize evaporation by watering your lawn and flowers during early morning hours, when temperatures are cooler and winds are lighter. For more water saving tips, visit [www.wateruseitwisely.com](http://www.wateruseitwisely.com).



### **Policy of Non-Discrimination on the Basis of Disability**

The City of Falls Church does not discriminate on the basis of disability in its employment practices or in the admission to, access to, or operations of its services, programs, or activities. Letha Flippin, 300 Park Avenue, Falls Church, Virginia 22046 has been designated to coordinate compliance with the ADA non-discrimination requirement.